



**Commanding Officer, Integrated Support Command
400 Sand Island Parkway
Honolulu, Hawaii 96819-4398**

Dear Ivy:

I am pleased to recognize you as ISC Honolulu's Civilian of the Quarter for the fourth quarter of fiscal year 2002. During this period, you displayed superb professionalism and customer service as the Lead Accounting Technician in the ISC Budgeting and Accounting Branch. You exemplified ISC Honolulu's mission of providing Premier Pacific Support.

During this period, you served as a key member of the accounting team. You are directly responsible for 40 D14 and ISC Honolulu accounts. In your professional and courteous manner, you expertly trained a new Accounting Technician. This new employee has performed exceptionally well due to your remarkable training. Whenever Coast Guard personnel had problems with accounting procedures, you enthusiastically solved them. An example of your customer service and teamwork skills was the correction of a \$6000 error on the ledger of the CGC WASHINGTON. You aggressively developed a solution to the problem and balanced the unit's ledger to match the LUFS record. The effort was greatly appreciated by the cutter. Your most astonishing accomplishment was the timely completion of all the Procurement Requests for the majority of the service contracts for ISC Honolulu. This was the first year the branch has taken this responsibility, and you rose to the occasion and worked long hours to complete this essential task. These requests totaled approximately over \$800,000 in services provided to the ISC. This project was handled with the utmost professionalism and expertise. During the busy closeout period, you ensured all accounts were reconciled and updated and made sound recommendations for the reallocation of funds. You are a great asset to the Budgeting and Accounting Branch and always willing to assist coworkers, supervisors and customers. You are a valuable member of the ISC and the Budgeting and Accounting Branch.

As Civilian of the Quarter, you will receive an On-the-Spot Cash Award, your name will be added to the perpetual Civilian of the Quarter Plaque in ISC's Administration Building, and you will receive four hours of administrative leave. Congratulations on a job well done!

Sincerely,

C. J. CONKLIN
Captain, U. S. Coast Guard

Ms. Ivy Terakawa
USCG Integrated Support Command
400 Sand Island Parkway
Honolulu, HI 96819-4398